



An accessible welcome



Understanding your offer

- Value lived experience
- What do people want to know?
- Onsite facilities, services and activity details
- Finding further information and support
- Promoting and advertising



Travel, transport and journey planning

- Arriving by walking and wheeling
- Arriving by cycle
- Arriving by public transport
- Arriving by vehicle



Reception, meet and greet points

- Approach and entrance
- Entrance doors
- Internal signage
- Reception points
- Seating
- Promoting access information



Accessible outdoor spaces



Green and blue spaces

- Path width and length
- Softer ground
- Outside lighting
- External level changes
- Hazards
- Handrails
- Waterside
- Access and route information



Accessible indoor spaces



Indoor spaces

- Corridors, lobbies and walkways
- Internal doors
- Lifts
- Internal stairs and ramps
- Glazing



Light, colour and sound

- Finishes
- Visual contrast
- Internal lighting
- Noise control



Rest, social, relaxation and refreshment areas

- Refreshments
- Quiet/restorative and sensory rooms
- Multi-faith facilities



Toilets and changing spaces

- Accessible toilets
- Ambulant accessible toilets
- All-gender toilets
- Changing Places toilets
- Shower and changing facilities
- Baby and toddler facilities



Emergency arrangements

- Evacuation
- Making GEEP and PEEP Plans
- First aid



External signage

- Signs and waymarkers
- Technology



Play, spectating and rest areas

- Play areas
- Viewing areas
- External seating and shelter
- Terraces and decking